

Table B
CALNET Network Monitoring and Reporting Tools

Tool/Report	Frequency	Report (s)	Description
CALNETInfo-Website	On-line	N/A	Contract Language & Amendments CALNET Products and Service Descriptions CALNET Products and Service Rate Tables
CARES	On-line	Ticket list and detail	An application allowing the State to view 90 days worth of CALNET trouble tickets.
CAT Outage Reports <input type="checkbox"/> Voice <input type="checkbox"/> Data	Per Occurrence	<input type="checkbox"/> Raw switch data <input type="checkbox"/> Final rebate data	The vendor immediately provides ONS with raw data from the switch after a catastrophic outage. This data is used for final circuit/PVC rebate validation analysis.
Centrex Smart	Hourly	Trunk Group Usage-Operational Measurements	This on-line tool monitors trunks connected to SBC's "P" Street Centrex Switch. This application relays possible overflow, number of attempted connections, completed connections and failed connections for overall, outgoing, and incoming calls.
Customer Trunk Group Report	Daily	Report per trunk	Identifies "overflow" for each consolidated Centrex trunk group.
COGNOS/Resolve Trending Tool	Hourly/Daily/Weekly/etc.	Numerous Reports i.e Utilization, Throughput, Network events	COGNOS is a web based reporting system that provides current, historical, trending, and management reports for the Lucent ATM/Frame Relay Network. COGNOS can provide both scheduled and ad hoc reporting. Specific time frames may be selected as well as near current status (within about 2 hours). Historical data is retained for more than one year. Daily, weekly, monthly and yearly report may be run or scheduled.
CMA	On-line		On line adds, moves, and changes for Centrex Services and features.

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CSA	On-line		On-line provisioning and inventory tracking application for CALNET services (generally not adopted by customers)
EXTRANET (CALNET Reporting Web Page)			Website
	Monthly	Voice Provisioning	Order lists and Rebate Information
	Monthly	Data Provisioning	Order lists and Rebate Information
	Monthly	Voice Maintenance	Trouble Ticket list and Rebate Information (MTTR)
	Monthly	Frame Relay Maintenance	TTR, Availability, Excessive Outage, Rebate Information
	Monthly	Private Line Maintenance	TTR, Availability, Excessive Outage, Rebate Information
	Monthly	ISDN PRI Maintenance	Trouble Ticket List and Rebate Information
	Monthly	Voice Performance	Central Office switch level: dial tone availability, grade of service, call completion
	Monthly	Data Repeated Services Trouble	Reported trouble within 30 rolling calendar on a circuit
	Monthly	GigaMAN	Rebate information
	Monthly	Frame Transfer Delay & Throughput Delivery	List of tickets opened by customers requesting vendor to test for delay and throughput. Report will reflect rebate if applicable.
	Monthly/Quarterly	Voice Mail, Call Router, and IVR Performance Reports	Generated from PBIS. Includes provisioning, MTTR, and availability statistics.
	Bi-Monthly	CMS Transaction Report	Tracks the number of priority transactions and completion (<1hr, <4hrs).
	It doesn't appear to be updated on a regular basis	State of California Projects	List the State telecommunications projects procured from the CALNET. Includes vendor project managers, project description, timeframes.
Backbone Network Inventory Maps (Visio)	As backbone changes occur	ETN Voice Backbone Network	Includes Consolidated Centrex, High Volume Centrex, and some PRI connections (PBX).

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		ATM/Frame Relay Backbone Network	Maps ATM/Frame Relay Backbone down to the DS3 connections (excludes T1 to Chico). Support documentation includes SBC and circuit Ids and Node Ids.
NMS-Network Monitoring System	Real-time		This system allows DGS/TD access to all facets of the Lucent ATM/FR Network. This is a real time network monitoring system. All events, alarms and network status can be viewed in real time down to the PVC level. Status of all hardware can be viewed from the node down to card and port level.
Outage Notification	Within 30 minutes of event		Page and Broadcast notification (voice mail) of catastrophic and significant CALNET events.
Fiscal Management Reports	Monthly	Summary of Services Reports	Summary of services billed subtotaled by sector, e.g., Legislative, Judicial, Executive, Higher Education, etc
Fiscal Management Reports	Monthly	Summary of Services Detail Reports	Summary of services billed subtotaled by sector.
Fiscal Management Reports	Monthly	Summary of Services By Agency Reports	Summary of services billed subtotaled by agency
Fiscal Management Reports	Monthly	Summary of Services by Agency Detail Report	Summary of services billed subtotaled by agency
CALNET Inventory Report	Quarterly	Data Services Inventory Detail Report	Per service detail i.e. circuit number, agency ID/Name, service identifier, end user address and billing address.
CALNET Inventory Report	Quarterly	Voice Services Inventory Detail Report	Per service detail i.e. circuit number, agency /Name, service identifier, end user address and billing address.